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Part 4. Required Forms and Documentation

For certain services, MassHealth requires other forms and documentation. Some services require you to submit a specific attachment with your claim, while others may require you to just keep the documentation in the member's medical record. See the applicable program regulations in your MassHealth provider manual for specific report requirements. Provider manuals are available online and can be accessed from the Provider Library on the MassHealth Web site. Go to www.mass.gov/masshealth, click on MassHealth Regulations and Other Publications, then on Provider Library.

Types of Attachments

The following types of attachments may be required for your claims.

General Report or Supplier's Invoice

- You must submit a general written report or a discharge summary when the service code description stipulates "with report only," individual consideration (I.C.), or when you use a service code for an unlisted procedure. Consult the applicable program regulations in your MassHealth provider manual for additional information.
- If the I.C. service is a laboratory or radiology service, and all the required information is entered on the claim form in the space for description, you do not need to attach additional documentation.
- Claims for medical supplies, medications, or injectables provided outside a pharmacy may require a supplier's invoice as the attachment.

Operative Report

- For surgery service codes designated I.C., you must submit operative notes in addition to the claim.

MassHealth Forms

- When applicable, you may also be required to submit other attachments, including but not limited to a Certification for Payable Abortion or a Sterilization Consent Form. The forms may be downloaded from the Provider Library at www.mass.gov/masshealth.

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Other Forms

You may be required to complete and submit certain other forms before providing a service. Refer to other sections of your MassHealth provider manual for additional required forms and reports that are specific to the services you provide. These forms may include:

- prior authorization and supplemental authorization forms
- medical necessity forms
- other admission, election or screening forms

Obtaining Forms

You may download these forms from the MassHealth Web site. Go to www.mass.gov/masshealth. Click on MassHealth Regulations and Other Publications, then on Provider Library. You can also request supplies of these forms from the appropriate address listed in Appendix A of this manual.

Claim Attachment Forms for Electronic Submissions

Claims requiring an attachment may be submitted electronically. Once a claim requiring an attachment is submitted, it is suspended for review. During this suspension, MassHealth mails a Claim Attachment Form (CAF) to you. You must return the CAF with the appropriate attachment to the address indicated on the CAF. It is not necessary to submit a paper claim. MassHealth will continue processing the claim once it receives the CAF and attachment.

For paper claim forms, attach any necessary reports or required forms to the claim form. Please do not staple in the barcode printed in the upper-left portion of the claim form.